



## PROMOTION OF ACCESS TO INFORMATION MANUAL

### Cape Town Children's Choir

*Prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA) and the Protection of Personal Information Act 4 of 2013 (POPIA).*

#### 1. Introduction

- 1.1. Cape Town Children's Choir (**Company**) is a non-profit company with members, incorporated in the Republic of South Africa. This manual has been prepared for the purposes of PAIA and POPIA.
- 1.2. The purpose of this manual is to assist a person who wishes to request access to information (documents or records) held by the Company, to explain the categories of records held by the Company, and to provide the information required by section 51 of PAIA.
- 1.3. This manual does not create a right of access to any record. Access will be granted or refused in accordance with PAIA and any other applicable law.
- 1.4. This manual may be amended from time to time. The latest version will be made available on the Company's website and for inspection at its principal place of business.
- 1.5. A requester is invited to contact the Information Officer should they require any assistance in respect of the use or content of this Manual. Any reference in this Manual to the Information Officer includes the Deputy Information Officer, if applicable.

#### 2. Details of the private body (Section 51(1)(A))

| Item                              | Details                                                                                                                          |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Full name                         | Cape Town Children's Choir                                                                                                       |
| Registration number               | 2024/656897/08                                                                                                                   |
| PBO number                        | 930085918                                                                                                                        |
| Principal place of business       | Beau Soleil Music Centre, 12 Salisbury Road, Kenilworth, Cape Town, 7708                                                         |
| Postal address                    | Beau Soleil Music Centre, 12 Salisbury Road, Kenilworth, Cape Town, 7708                                                         |
| Information Officer               | Helen Beverly Stabrey                                                                                                            |
| Email for PAIA and POPIA requests | <a href="mailto:ctcchoir@beausoleil.org.za">ctcchoir@beausoleil.org.za</a> (marked for the attention of the Information Officer) |
| Telephone                         | +27 81 432 9999                                                                                                                  |
| Website                           | <a href="https://www.ctcchoir.co.za/">https://www.ctcchoir.co.za/</a>                                                            |

### 3. The PAIA Guide (Section 51(1)(B))

- 3.1. The Information Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available a revised guide on how to use PAIA (**Guide**). The Guide is intended to assist a person who wishes to exercise a right contemplated in PAIA or POPIA in an easily comprehensible form and manner.
- 3.2. The Guide is available in each of the official languages and in braille.
- 3.3. The Guide is available from the Information Regulator's website at [www.inforegulator.org.za](http://www.inforegulator.org.za). It may also be requested from the Information Regulator through its contact channels published on that website.
- 3.4. The Information Regulator's website at <https://inforegulator.org.za/paia-forms/> also make the prescribed forms available, including:
- Form 01 - Request for a Guide from the Information Regulator, or a copy of the Guide from an Information Officer;
  - Form 02 - Request for access to a record;
  - Form 03 - Outcome of request and fees payable;
  - Form 04 - Internal appeal form. This form applies to internal appeals against decisions of certain public bodies and does not apply to the Company as a private body;
  - Form 05 - Complaint form; and
  - Form 13 - PAIA request for compliance assessment form.

### 4. Records automatically available without a formal PAIA request

- 4.1. The Company voluntarily makes the following categories of records available without a person having to submit a formal PAIA request:

| Category of record           | Types of record                                                                                                               | Available on website | Available on request |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------|
| Website material             | Information about the Company, its activities, events, contact details and public application information.                    | X                    |                      |
| PAIA Manual                  | This Manual and any updated version of it.                                                                                    | X                    | X                    |
| Privacy Policy               | The Company's privacy policy.                                                                                                 | X                    |                      |
| Website Terms and Conditions | Terms governing use of the Company's website.                                                                                 | X                    |                      |
| Public promotional material  | Publicly issued event notices, brochures, newsletters, concert programmes and other promotional information, where available. | X                    | X                    |

- 4.2. Only the categories of records expressly listed above are made automatically available. All other records held by the Company must be requested in accordance with section 8 of this Manual and will be considered under PAIA.

## 5. Records held in terms of applicable legislation (Section 51(1)(D))

5.1. The Company is required by law to keep certain records. These records are kept in terms of different Acts of Parliament. The Company holds records under the following legislation:

| Category                                  | Applicable legislation                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Companies and governance                  | Companies Act 71 of 2008<br>Nonprofit Organisations Act 71 of 1997                                                                                                                                                                                                                                                                                                                                                          |
| Regulatory                                | Consumer Protection Act 68 of 2008                                                                                                                                                                                                                                                                                                                                                                                          |
| Tax and financial                         | Income Tax Act 58 of 1962<br>Tax Administration Act 28 of 2011<br>Value-Added Tax Act 89 of 1991<br>Financial Intelligence Centre Act 38 of 2001                                                                                                                                                                                                                                                                            |
| Employment                                | Basic Conditions of Employment Act 75 of 1997<br>Labour Relations Act 66 of 1995<br>Employment Equity Act 55 of 1998<br>Skills Development Act 97 of 1997<br>Skills Development Levies Act 9 of 1999<br>Unemployment Insurance Act 63 of 2001<br>Unemployment Insurance Contributions Act 4 of 2002<br>Compensation for Occupational Injuries and Diseases Act 130 of 1993<br>Occupational Health and Safety Act 85 of 1993 |
| Information and electronic communications | Promotion of Access to Information Act 2 of 2000<br>Protection of Personal Information Act 4 of 2013<br>Electronic Communications and Transactions Act 25 of 2002                                                                                                                                                                                                                                                           |
| Other                                     | Any other legislation that may apply to a particular record, transaction, donor arrangement, employee relationship, event, tour or activity.                                                                                                                                                                                                                                                                                |

5.2. The inclusion of a category of legislation or record in this manual does not mean that access to a record will be granted. A request will be considered in accordance with PAIA and any applicable grounds for refusal.

## 6. Records held as a matter of ordinary business practice

6.1. The Company may hold the following categories of records in the ordinary course of carrying out its activities:

| Category of record                          | Examples of records that may be held                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Governance, corporate and statutory records | Memorandum of Incorporation; CIPC filings; records of incorporation; registers of members, directors and other office-bearers; records relating to the appointment, resignation or removal of directors, auditors, public officers and other officers; board and member resolutions; minutes of meetings; governance policies; statutory records; annual returns; and correspondence with CIPC, SARS and other regulators.         |
| Operational, strategy and policy records    | Strategic and operational plans; budgets; internal reports; policies, procedures and guidelines; risk-management records; codes of conduct; safeguarding policies; child-protection procedures; complaints procedures; record-retention practices; and other internal governance or operational documents relating to the Company's rehearsals, concerts, festivals, school promotional days, camps, tours and related activities. |

|                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Financial, fundraising and tax records                     | Annual financial statements; accounting records; management accounts; budgets; invoices; receipts; bank records; fee-payment records; tour, camp and clothing payment records; donor and sponsorship records; records of sponsorship received; section 18A documentation; fundraising records; bursary or financial-support records; tax returns; PAYE, UIF, SDL and VAT records, where applicable; SARS correspondence; payroll records; statutory submissions; and records of payments made to SARS or other authorities.                                                                                                  |
| Donor, sponsor and supporter records                       | Donation and sponsorship agreements; donor correspondence; section 18A receipts; donation and payment records; fundraising communications; event sponsorship records; supporter contact information; mailing-list records, including newsletter subscription records where used; records relating to donor restrictions or designated donations, and records relating to sponsorships or funding received or requested by the Company.                                                                                                                                                                                       |
| Chorister, applicant and parent / guardian records         | Application forms; membership forms; audition records; names, addresses and contact details; date-of-birth and age information; school name and grade; music experience; parent and guardian details; emergency-contact details; consent forms; participation and attendance records, including registers of chorister attendance at rehearsals and performances; fee, tour, camp and clothing-payment records; correspondence; website enquiry records, including Google Form or similar online submissions; travel or tour information; and other records required to administer applications and chorister participation. |
| Health, welfare and safeguarding records                   | Health, allergy, dietary and medical information voluntarily supplied or otherwise lawfully collected for a chorister's safe participation; incident and accident records; safeguarding reports and records; welfare concerns; emergency information; consent records; vetting records, where applicable; and related correspondence.                                                                                                                                                                                                                                                                                        |
| Education, rehearsals, concerts and performance records    | Rehearsal schedules, including Friday-afternoon rehearsals and Saturday rehearsals; music and repertoire records; attendance records; concert, competition, school promotional day and event information; production and programme materials; venue records; performance licences; tour, camp, travel and accommodation arrangements; transport arrangements; participation records; and communications relating to rehearsals, performances and events.                                                                                                                                                                     |
| Photographs, video and audio recordings                    | Photographs, video footage, audio recordings and other media created or received in connection with auditions, rehearsals, concerts, tours, events, publicity and the Company's activities, together with related permissions, consent forms and correspondence.                                                                                                                                                                                                                                                                                                                                                             |
| Employment, contractor and volunteer records               | Employment, consulting, contractor and volunteer agreements and addenda; CVs; qualifications; onboarding records; remuneration and payment records; leave records; performance, disciplinary and training records; statutory employment records; confidentiality undertakings; vetting or safeguarding records, where applicable; and related correspondence.                                                                                                                                                                                                                                                                |
| Supplier and service-provider records                      | Agreements, quotations, invoices, purchase records, payment records, correspondence and service records relating to venues, transport providers, accommodation providers, website and hosting providers, payment providers, printers, insurers, event suppliers, music suppliers, professional advisers and other service providers.                                                                                                                                                                                                                                                                                         |
| Website, information technology and communications records | Domain-name registration records; DNS and email-hosting records; website-administration records; hosting arrangements; Wix Contact Us submissions; online application-form submissions, including Google Forms and Google Drive records; technical website records; cookie or analytics records, including Wix Analytics records, where                                                                                                                                                                                                                                                                                      |

|                                         |                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                         | used; email correspondence; internal and external correspondence; memoranda; reports; presentations; Mailchimp or other newsletter and mailing-list records, where used; YouTube video records; and Facebook, Instagram and other and social-media account and communication records.                                                    |
| Legal, insurance and compliance records | Legal advice; contracts; dispute and complaint records; insurance policies; insurance claims; regulatory correspondence; compliance records; audit records; risk records; intellectual-property records; licences; permits; and records relating to the Company's compliance with applicable laws, policies and contractual obligations. |

6.2. The records listed above may be held in physical or electronic form, including through third-party service providers or cloud-based systems used by the Company in the ordinary course of its activities.

6.3. Not every type of record listed above will necessarily exist at all times, and the inclusion of a category of records in this Manual does not mean that access to a record within that category will be granted. Any request for access will be considered in accordance with PAIA, POPIA and any other applicable law.

## 7. Processing of personal information under POPIA

### 7.1. Purpose of processing

The Company processes personal information for purposes connected with its lawful activities, including:

- considering applications, arranging auditions and administering choir membership;
- communicating with choristers, parents, guardians, donors, supporters, staff, volunteers and other stakeholders;
- planning and running rehearsals, concerts, festivals, competitions, school promotional days, tours, camps, fundraising activities and related events;
- protecting the health, safety and welfare of children and others participating in Choir activities;
- administering fees, bursaries, donations, sponsorships, accounting, tax and legal obligations;
- maintaining and promoting the Company's activities, including through photographs, video, audio and social-media content, subject to any applicable consent or other lawful basis; and
- operating, maintaining and improving the website, responding to website enquiries and administering newsletter and mailing-list subscriptions.

### 7.2. Categories of data subjects and personal information

The Company processes the following types of personal information in respect of the following categories of data subjects:

| Data subject                              | Personal information that may be processed                                                                                                                                                                                                                                                                 |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Prospective and current choristers        | Full names, addresses, contact details, date of birth, school name and grade, music experience, audition and participation information, attendance, emergency details, medical aid details, doctor name and contact number, and health, allergy or dietary information where lawfully provided and needed. |
| Parents, guardians and emergency contacts | Names and surnames, addresses, cell phone numbers, email addresses, relationship to a child, communication preferences, billing and payment information, consents and correspondence.                                                                                                                      |

|                                                  |                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Donors, sponsors and supporters                  | Names, cell phone numbers, email addresses, donation or sponsorship information, payment and tax-receipt information, and communication preferences. In the case of general newsletter supporters, this may be limited to names and email addresses.                                                                                                                                                 |
| Website users and enquirers                      | Names, email addresses, phone numbers, subject lines, messages, IP address, device and browser information, page-view and interaction information, rough location information from analytics tools, and limited technical or cookie information depending on the user's interaction with the website.                                                                                                |
| Employees, contractors, volunteers and directors | For staff and contractors: full names, cell phone numbers, email addresses, banking details, identification, qualification, employment, remuneration, tax, contractual and compliance information. For volunteers and directors: full names, cell phone numbers, email addresses, role and compliance information, and other information reasonably required for their involvement with the Company. |
| Suppliers and service providers                  | Full names, cell phone numbers, email addresses, business information, banking details, contractual information, payment information and correspondence.                                                                                                                                                                                                                                             |

The inclusion of any subject or category of records should not be taken as an indication that records falling within those subjects and/or categories will be made available under PAIA. Certain grounds of refusal as set out in PAIA may be applicable to a request for such records.

### 7.3. Recipients and categories of recipients

The Company may disseminate personal information to the following recipients and/or categories of recipients:

### 7.4. Recipients and categories of recipients

The Company may disclose personal information to the following recipients or categories of recipients, where this is necessary or appropriate for the relevant purpose and permitted by applicable law:

| Category of personal information                                                                                                                | Recipients or categories of recipients                                                                                                                                                                                                                                                   | Purpose of disclosure                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Chorister, applicant, parent, guardian, emergency-contact and participation information, including health or dietary information where relevant | Authorised directors, staff, conductors, administrators, volunteers and advisers who need access to perform their roles; Beau Soleil Music Centre or School, where it provides administrative, premises or programme support; and medical or emergency service providers where necessary | To consider applications, administer participation, communicate with families, manage rehearsals and events, and protect the health, safety and welfare of choristers. |
| Event, tour and travel information                                                                                                              | Venues, event organisers, competition organisers, transport, accommodation, travel and tour providers                                                                                                                                                                                    | To organise and administer concerts, competitions, tours, camps and related activities.                                                                                |

|                                                              |                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Donor, sponsor, payment and tax-receipt information          | Banks, payment service providers, accountants, auditors, the South African Revenue Service and other professional advisers or regulators                                                                                                                                              | To process donations, issue section 18A receipts where applicable, administer sponsorships and comply with financial, tax and legal obligations.                                                                                                                                                                         |
| Website, application-form and communication information      | Website and hosting providers, email and DNS service providers, cloud service providers, Wix.com, xneelo, Google Forms, Google Drive, Mailchimp, YouTube/Google, Facebook, Instagram, other application-form, mailing-list, social-media or IT support providers used by the Company. | To operate the website, manage Contact Us submissions, administer Google Form applications, manage newsletter subscriptions, communicate with stakeholders, publish or embed approved media content and maintain the Company's digital systems.                                                                          |
| Employment, contractor, volunteer and compliance information | Relevant service providers, professional advisers, insurers, regulators and authorities, where disclosure is required or permitted by law                                                                                                                                             | To administer employment, contractor or volunteer arrangements, safeguarding, insurance, governance and legal compliance.                                                                                                                                                                                                |
| Photographs, video and audio recordings                      | Website visitors, newsletter recipients, social-media audiences, video-hosting audiences, media outlets and other members of the public, together with the persons authorised by the Company to manage or publish that content.                                                       | To promote the Company and record its activities, subject to the Company's applicable consent processes and any other lawful basis required by law. Access to and publication of photographs, video and audio recordings of the Choir or choristers is restricted to persons authorised by the Company for that purpose. |

#### 7.5. Cross-border transfers

The Company may use digital platforms and service providers whose systems or support personnel are located outside South Africa, including Wix, Mailchimp, Google Forms, Google Drive, YouTube/Google, Facebook, Instagram and other website, cloud, email, application-form, mailing-list, social-media and video-hosting platforms. The Company will transfer personal information outside South Africa only where permitted by POPIA, including where the recipient is subject to a law, binding corporate rules or a binding agreement that provides an adequate level of protection, or where another ground permitted by POPIA applies.

#### 7.6. Security safeguards

The Company takes reasonable technical and organisational measures to protect personal information in its possession or under its control against loss, damage, unauthorised destruction, unlawful access, unauthorised processing and other reasonably foreseeable risks. The safeguards applied will be appropriate to the nature of the information, the purpose for which it is processed and the systems used by the Company or its operators.

Depending on the relevant record or system, the measures implemented or required by the Company may include:

- role-based or need-to-know access controls, including restricting access to personal information to authorised directors and other persons who require access for their specific roles, including persons responsible for newsletters, website content and social-media administration;

- password protection, strong password practices and multi-factor authentication where the relevant platform offers it;
- secure use of reputable cloud, email, website, DNS, mailing-list, application-form, video-hosting and other digital service providers, including service providers such as Wix, xneelo, Mailchimp and Google, subject to contractual or other appropriate safeguards where required;
- current anti-virus, anti-malware, firewall, software-update and device-security measures where relevant to the systems under the Company's control;
- encryption or other security features made available by the relevant systems or service providers, particularly for sensitive information and electronic communications where appropriate;
- physical protection of paper records and devices, including secure storage and reasonable controls over access to premises, files and equipment;
- regular backups or other appropriate continuity measures for important electronic records, where reasonably practicable;
- confidentiality obligations, reasonable training and awareness measures for persons who are authorised to process personal information on behalf of the Company;
- measures to identify, assess and respond to actual or suspected security compromises; and
- periodic review of access permissions, retention practices and the adequacy of safeguards, taking into account the Company's operations and the nature of the records processed.

## **8. Making a request in terms of PAIA**

- 8.1. A person who wishes to request access to a record held by the Company must complete the prescribed PAIA request form, Form 02: Request for Access to Record [Regulation 7]. The current form is available from the Information Regulator's PAIA website at <https://inforegulator.org.za/paia-forms/>.
- 8.2. The completed Form 02 must be submitted to the Information Officer at the physical address, postal address or email address set out in section 2 of this Manual.
- 8.3. Where a requester is unable to complete the prescribed form in writing because of illiteracy or a disability, the requester may make an oral request. The Information Officer will provide reasonable assistance and reduce the request to writing in the prescribed form.
- 8.4. The request must provide sufficient detail to enable the Company to identify the requested record. The requester must also provide the contact details, proof of authority (if acting for another person), the preferred form of access and any other information required by Form 02.
- 8.5. Because the Company is a private body, a requester seeking access under PAIA must, where applicable, identify the right that the requester seeks to exercise or protect and explain why the requested record is required for that purpose. A request for access to the requester's own personal information will be dealt with in accordance with PAIA, POPIA and any applicable proof-of-identity requirements.

## 8.6. Fees

- 8.6.1. The Information Officer may require payment of the prescribed request fee before processing a request, where a request fee is payable. The current private-body request fee published by the Information Regulator is R140.00, subject to any amendment to the applicable fee schedule or any exemption that may apply.
- 8.6.2. If access is granted, access fees may also be payable for the reasonable costs of searching for, preparing and reproducing the record, or providing it in the requested form. The applicable fees may include charges for copies, transcription, storage media, search and preparation time, postage and other electronic transfer costs, as prescribed from time to time.
- 8.6.3. Where the search for, and preparation of, the requested record will take more than six hours, the Company may require a deposit, up to one third of the prescribed access fee, before continuing with the request.
- 8.6.4. The Information Officer will notify the requester in writing of any fee, deposit or other amount payable, and the basis on which it has been calculated. The requester may lodge a complaint with the Information Regulator or apply to court in relation to a fee, deposit or the form of access, as set out in section 11 below.

## 8.7. Time periods

- 8.7.1. Subject to PAIA and the payment of any valid request fee, the Company will notify the requester of its decision as soon as reasonably possible and ordinarily within 30 days after receiving the request.
- 8.7.2. If the Company does not respond within the prescribed period, the request is deemed to have been refused, and the requester may use the remedies described in section 11 below.

## 8.8. Extension of the period

- 8.8.1. The initial 30-day period may be extended once for a further period of not more than 30 days where:
  - the request is for a large number of records or requires a search through a large number of records, and compliance with the original period would unreasonably interfere with the activities of the Company;
  - the request requires a search for, or collection of, records from an office or premises not situated in the same city or town and the search cannot reasonably be completed within the original period;
  - consultation with another public or private body is necessary or desirable to decide the request and cannot reasonably be completed within the original period;
  - more than one of the circumstances above exists in respect of the request, making compliance with the original period not reasonably possible; or
  - the requester consents in writing to the extension.

- 8.8.2. The Company will notify the requester, before the initial period expires, of the extension, the reasons for it, the period of extension and the requester's right to lodge a complaint with the Information Regulator or apply to court.

## 8.9. Third-party records

- 8.9.1. If the requested record contains information that may affect the rights of a third party, the Company may be required to notify that third party of the request. The Company will, where PAIA requires it, give that notice within 21 days after receiving the request and will notify the requester that the third party has been informed.
- 8.9.2. The third party may make written or oral representations to the Company about whether access should be granted. The Information Officer will consider those representations before making a decision, as required by PAIA.

## 9. **Grounds for refusal**

- 9.1. A request for access to a record will be considered in accordance with PAIA. The inclusion of a category of record in this Manual does not mean that access to that record will automatically be granted.
- 9.2. PAIA contains mandatory and discretionary grounds on which access to a record of a private body may be refused. These grounds include, among others:
- 9.2.1. the protection of the personal information of a third party who is a natural person from unreasonable disclosure;
  - 9.2.2. the protection of commercial information of a third party, including trade secrets and financial, commercial, scientific or technical information where disclosure would be likely to harm the commercial or financial interests of that third party;
  - 9.2.3. information supplied in confidence by a third party where disclosure would constitute an actionable breach of a duty of confidence;
  - 9.2.4. information whose disclosure could reasonably be expected to endanger the life or physical safety of an individual, or prejudice or impair the security of a building, structure or system;
  - 9.2.5. records privileged from production in legal proceedings, unless the person entitled to the privilege has waived it;
  - 9.2.6. the Company's own trade secrets or financial, commercial, scientific or technical information where disclosure would be likely to cause harm to the Company's commercial or financial interests, or place the Company at a disadvantage in contractual or other negotiations;
  - 9.2.7. research information of a third party or the Company where disclosure would be likely to expose the third party, researcher, the Company or the subject matter of the research to serious disadvantage; and
  - 9.2.8. any other ground for refusal that applies under PAIA or another applicable law.
- 9.3. Where only part of a record is protected, the Information Officer will consider whether it is reasonably possible to sever or redact the protected part and grant access to the remainder of the record.

- 9.4. Despite a ground for refusal, section 70 of PAIA requires access to be granted in the public interest in specified circumstances, including where disclosure would reveal evidence of a substantial contravention of, or failure to comply with, the law, or an imminent and serious public-safety or environmental risk, and the public interest in disclosure clearly outweighs the harm contemplated by the relevant ground for refusal.

## **10. The Information Officer's decision**

- 10.1. After considering the request, any applicable fees, and any representations received from a third party, the Information Officer will notify the requester of the decision in writing. The notice will substantially correspond with Form 03: Outcome of Request and Fees Payable.
- 10.2. If access is granted, the notice will state the access fee (if any), the form in which access will be provided and the further steps that the requester must take. Access will be provided in accordance with PAIA after payment of any prescribed amount due.
- 10.3. If access is refused, the notice will state the reasons for refusal and the relevant provisions of PAIA relied on, together with the requester's available remedies.
- 10.4. Where a third party has been notified and access is granted despite that third party's objections, the Company will notify the third party of the decision and the remedies available to that third party before giving access, in accordance with PAIA.

## **11. Available recourse**

- 11.1. The Company is a private body. An internal appeal in terms of Form 04 is therefore not available against a decision of the Company or a deemed refusal by the Company.
- 11.2. A requester or third party who is dissatisfied with a decision of the Information Officer may lodge a complaint with the Information Regulator in relation to, among other things:
- 11.2.1. a decision to refuse access to a record, including a deemed refusal;
  - 11.2.2. a decision requiring payment of a request fee, deposit or access fee;
  - 11.2.3. a decision to extend the period for dealing with a request;
  - 11.2.4. a decision to grant access in a particular form;
  - 11.2.5. a decision to grant access to a record where the requester or third party is entitled to object; or
  - 11.2.6. any other decision of the Information Officer that may be challenged under PAIA.
- 11.3. A complaint to the Information Regulator must be made in writing using Form 05: Complaint Form. The form is available from the Information Regulator's website at <https://info regulator.org.za/paia-forms/>. A requester or third party must ordinarily lodge the complaint within 180 days after the relevant decision, deemed refusal or other event giving rise to the complaint, subject to any condonation available under PAIA.
- 11.4. A requester or third party may apply to court for appropriate relief only after exhausting the complaint procedure contemplated in section 77A of PAIA. Any application to court must be brought within the period prescribed by PAIA, subject to any condonation that the court may grant.

11.5. The Company may apply to court where it is aggrieved by a decision of the Information Regulator, within the period prescribed by PAIA.

## **12. Availability of this Manual**

12.1. A copy of this Manual is available:

- 12.1.1. on the Company's website at <https://www.ctcchoir.co.za/>;
- 12.1.2. for public inspection at the Company's principal place of business during normal business hours, on reasonable request;
- 12.1.3. from the Information Officer on request, subject to payment of the prescribed copying and postage fees, if applicable; and
- 12.1.4. to the Information Regulator or any other person where required by PAIA, POPIA or another applicable law.

12.2. Public inspection of this Manual is free of charge. A fee for a copy of the Manual, as contemplated in Form 3 - Outcome of Request and of Fees Payable [Regulation 8], will be payable per each A4-size photocopy made.

## **13. Updating of the Manual**

The Information Officer will review and update this Manual on a regular basis and whenever there is a material change in the Company's records, processing activities, contact details, legal obligations or information-security measures.



**Signed on behalf of the Board of Directors**

Cape Town Children's Choir NPC

18 October 2026